



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for Filing Period 10/1/2009 to 12/31/2009**  
**Tracking Number 3235**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.73	2.57	2.55	2.28
B. Operator Answer Time - Information Section 730.510(a)(1)	4.32	4.28	4.19	4.26
C. Repair Office Answer Time Section 730.510(b)(1)	89.58 *	18.76	59.90	56.08
D. Business or Customer Service Answer Time Section 730.510(b)(1)	36.84	43.75	77.03 *	52.54
E. Percent of Service Installations Section 730.540(a)	95.31 %	96.54 %	98.14 %	96.64 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.44 %	94.75% *	93.03% *	94.40% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.62	1.33	1.35	1.43
H. Percent Repeat Trouble Reports Section 730.545(c)	8.08 %	9.10 %	7.95 %	8.35 %
I. Percent of Installation Trouble Reports Section 730.545(f)	13.08 %	10.92 %	10.70 %	11.60 %
J. Missed Repair Appointments Section 730.545(h)	1235	784	1225	1081
K. Missed Installation Appointments Section 730.540(d)	232	246	305	261

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$5,207.13	\$4,543.36	\$2,715.11	\$12,465.60
B. Number of credits issued for repairs - 24-48 hours	1523	1310	1631	4464
C. Number of credits issued for repairs - 48-72 hours	158	200	251	609
D. Number of credits issued for repairs - 72-96 hours	65	27	64	156
E. Number of credits issued for repairs - 96-120 hours	15	12	22	49
F. Number of credits issued for repairs > 120 hours	9	6	10	25
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	8112	6955	8986	24053
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$12,377.72	\$25,536.75	\$8,977.48	\$46,892.00
B. Number of installations after 5 business days	205	122	103	430
C. Number of installations after 10 business days	0	1	2	3
D. Number of installations after 11 business days	15	17	12	44
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2874	2106	1708	6688
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$73,350.00	\$51,500.00	\$76,500.00	\$201,350.00
B. Number of customers receiving credits	1461	1026	1519	4006
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

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